**Lampiran 1**

# LEMBAR KUESIONER

1. **IDENTITAS PEMBERI KUESIONER**

Nama : Diva Yuana Putri NPM : 203114010

Jenis Kelamin : Perempuan Jurusan : Manajemen

Fakultas : Ekonomi Dan Bisnis

Saya adalah mahasiswa Universitas Muslim Nusantara Al Washliyah Fakultas Ekonomi Dan Bisnis Program Studi Manajemen yang sedang melakukan penelitian “Pengaruh Budaya Organisasi, Disiplin Kerja dan Kualitas Pelayanan Terhadap kepuasan masyarakat pada pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin”. Data dan Informasi yang Bapak/ibu berikan merupakan hal yang sangat berharga, oleh karena itu partisipasi dan kesediaan Bapak/ibu dalam menjawab kuesioner ini sangat saya hargai. Akhir kata saya ucapkan terima kasih kepada responden yang telah bersedia meluangkan waktunya untuk mengisi kuesioner ini.

Medan, Januari 2024 Peneliti

**Diva Yuana Putri NPM : 203114010**

# IDENTITAS RESPONDEN

Nama : …………………………………….. Umur tahun

Jenis Kelamin : Laki-Laki / Perempuan Pendidikan : ……………………………………..

Lama Berkerja : ……………………………………..

# PETUNJUK PENGISIAN

Bacalah baik-baik setiap pertanyaan angket sebelum menjawabnya. Berilah jawaban dengan memberi tanda (√) pada kolom yang tersedia.

Keterangan jawaban:

**SS : Sangat Setuju TS : Tidak Setuju**

**S : Setuju STS : Sangat Tidak Setuju KS : Kurang Setuju**

**Variabel Budaya Organisasi (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Alternatif Jawaban** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| 1. | Sebagai masyarakat, sejauh ini pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin sudah  bekerja sesuai dengan norma yang berlaku di instansi |  |  |  |  |  |
| 2. | Saya sebagai masyarakat merasa bahwa pegawai memiliki kualitas yang baik dalam bekerja |  |  |  |  |  |
| 3. | Sejauh ini, Saya sebagai masyarakat merasakan bahwa pegawai sudah bekerja sesuai dengan peraturan dan prosedur yang sudah ditetapkan |  |  |  |  |  |
| 4. | Sebagai masyarakat saya merasa bahwa pegawai memiliki perilaku atau karakteristik yang baik dalam  melayani masyarakat |  |  |  |  |  |

**Variabel Disiplin Kerja (X2)**

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| **No** | **Pernyataan** | **Alternatif Jawaban** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| 1. | Sebagai masyarakat, Saya merasa bahwa pegawai patuh kepada pimpinan |  |  |  |  |  |
| 2. | Sejauh ini pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin sudah bersikap adil dalam  melayani masyarakat |  |  |  |  |  |
| 3. | Sebagai masyarakat, saya melihat bahwa pegawai selalu diberikan pengawasan oleh pimpinan ketika bekerja |  |  |  |  |  |
| 4. | Pegawai pada Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin diberikan sanksi ketegasan apabila melakukan kesalahan dalam melayani  masayarakat |  |  |  |  |  |

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| **No** | **Pernyataan** | **Alternatif Jawaban** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| 1. | Saya merasa bahwa pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin sejauh ini dapat  diandalkan |  |  |  |  |  |
| 2. | Pegawai Kantor Kepala Desa Kota Pari  Kecamatan Pantai Cermin sejauh ini cepat tanggap dalam melayani masyarakat |  |  |  |  |  |
| 3. | Saya yakin bahwa pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin mempunyai  pengetahuan yang luas serta sopan dalam melayani masyakat |  |  |  |  |  |
| 4. | Pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin sejauh ini mampu  memberikan perhatian dalam melayani masyarakat |  |  |  |  |  |
| 5. | Pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin selalu memberikan wujud fisik dalam memberikan pelayanan kepada masyarakat |  |  |  |  |  |

**Variabel Kepuasan Masyarakat (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Alternatif Jawaban** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| 1. | Saya sebagai masyarakat mempunyai kebutuhan dan kepentingan terhadap pegawai Kantor Kepala Desa  Kota Pari Kecamatan Pantai Cermin |  |  |  |  |  |
| 2. | Saya menggunakan jasa dan pelayanan pegawai Kantor Kepala Desa Kota Pari Kecamatan Pantai Cermin karena pengalaman masalalu yang cukup baik |  |  |  |  |  |
| 3. | Saya menggunakan jasa dan pelayanan pegawai Kantor  Kepala Desa Kota Pari Kecamatan Pantai Cermin karena direkomendasi oleh masyarakat sekitar |  |  |  |  |  |
| 4. | Saya merasa bahwa komunikasi pegawai sudah baik dalam melayani masyarakat |  |  |  |  |  |

**Lampiran**

**Tabulasi Data Uji Validitas Dan Reliabitas Variabel Budaya Organisasi**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NO | X1.1 | X1.2 | X1.3 | X1.4 | X1.TTL |
| 1 | 5 | 5 | 4 | 5 | 19 |
| 2 | 4 | 4 | 5 | 4 | 17 |
| 3 | 5 | 5 | 4 | 5 | 19 |
| 4 | 4 | 4 | 5 | 4 | 17 |
| 5 | 4 | 5 | 4 | 4 | 17 |
| 6 | 3 | 4 | 4 | 3 | 14 |
| 7 | 4 | 3 | 3 | 4 | 14 |
| 8 | 4 | 4 | 4 | 4 | 16 |
| 9 | 4 | 4 | 4 | 4 | 16 |
| 10 | 5 | 4 | 4 | 5 | 18 |
| 11 | 5 | 5 | 5 | 5 | 20 |
| 12 | 4 | 5 | 5 | 4 | 18 |
| 13 | 5 | 4 | 4 | 5 | 18 |
| 14 | 4 | 5 | 5 | 4 | 18 |
| 15 | 3 | 4 | 4 | 3 | 14 |
| 16 | 4 | 3 | 3 | 4 | 14 |
| 17 | 4 | 4 | 4 | 4 | 16 |
| 18 | 3 | 4 | 4 | 3 | 14 |
| 19 | 2 | 3 | 3 | 2 | 10 |
| 20 | 3 | 2 | 2 | 3 | 10 |
| 21 | 5 | 3 | 3 | 5 | 16 |
| 22 | 5 | 5 | 3 | 5 | 18 |
| 23 | 5 | 4 | 2 | 5 | 16 |
| 24 | 5 | 4 | 3 | 5 | 17 |
| 25 | 4 | 4 | 5 | 5 | 18 |
| 26 | 5 | 3 | 5 | 4 | 17 |
| 27 | 5 | 4 | 5 | 4 | 18 |
| 28 | 5 | 4 | 4 | 5 | 18 |
| 29 | 4 | 5 | 5 | 5 | 19 |
| 30 | 5 | 4 | 4 | 4 | 17 |

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| --- | --- | --- | --- | --- | --- |
| NO | X2.1 | X2.2 | X2.3 | X2.4 | X2.TTL |
| 1 | 4 | 4 | 5 | 4 | 17 |
| 2 | 4 | 5 | 4 | 5 | 18 |
| 3 | 4 | 4 | 5 | 4 | 17 |
| 4 | 5 | 5 | 4 | 5 | 19 |
| 5 | 4 | 4 | 4 | 4 | 16 |
| 6 | 3 | 3 | 3 | 3 | 12 |
| 7 | 4 | 4 | 4 | 4 | 16 |
| 8 | 4 | 4 | 4 | 4 | 16 |
| 9 | 4 | 4 | 4 | 4 | 16 |
| 10 | 5 | 5 | 5 | 5 | 20 |
| 11 | 5 | 5 | 5 | 5 | 20 |
| 12 | 4 | 4 | 4 | 4 | 16 |
| 13 | 5 | 5 | 5 | 5 | 20 |
| 14 | 4 | 4 | 4 | 4 | 16 |
| 15 | 3 | 3 | 3 | 3 | 12 |
| 16 | 4 | 4 | 4 | 4 | 16 |
| 17 | 4 | 4 | 4 | 4 | 16 |
| 18 | 3 | 3 | 3 | 3 | 12 |
| 19 | 2 | 2 | 2 | 2 | 8 |
| 20 | 3 | 3 | 3 | 3 | 12 |
| 21 | 5 | 5 | 4 | 5 | 19 |
| 22 | 4 | 5 | 3 | 3 | 15 |
| 23 | 4 | 4 | 4 | 4 | 16 |
| 24 | 3 | 4 | 4 | 4 | 15 |
| 25 | 5 | 4 | 5 | 5 | 19 |
| 26 | 5 | 5 | 4 | 4 | 18 |
| 27 | 5 | 4 | 5 | 5 | 19 |
| 28 | 4 | 5 | 4 | 4 | 17 |
| 29 | 5 | 5 | 5 | 3 | 18 |
| 30 | 4 | 4 | 5 | 4 | 17 |

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| --- | --- | --- | --- | --- | --- | --- |
| NO | X3.1 | X3.2 | X3.3 | X3,4 | X3.5 | X3.TTL |
| 1 | 4 | 5 | 4 | 5 | 5 | 23 |
| 2 | 5 | 4 | 5 | 4 | 4 | 22 |
| 3 | 4 | 5 | 4 | 5 | 5 | 23 |
| 4 | 5 | 4 | 5 | 4 | 4 | 22 |
| 5 | 4 | 4 | 4 | 4 | 4 | 20 |
| 6 | 3 | 3 | 3 | 3 | 3 | 15 |
| 7 | 4 | 4 | 4 | 4 | 4 | 20 |
| 8 | 4 | 4 | 4 | 4 | 4 | 20 |
| 9 | 4 | 4 | 4 | 4 | 4 | 20 |
| 10 | 5 | 5 | 5 | 5 | 5 | 25 |
| 11 | 5 | 5 | 5 | 5 | 5 | 25 |
| 12 | 4 | 4 | 4 | 4 | 4 | 20 |
| 13 | 5 | 5 | 5 | 5 | 5 | 25 |
| 14 | 4 | 4 | 4 | 4 | 4 | 20 |
| 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 16 | 4 | 4 | 4 | 4 | 4 | 20 |
| 17 | 4 | 4 | 4 | 4 | 4 | 20 |
| 18 | 3 | 3 | 3 | 3 | 3 | 15 |
| 19 | 2 | 2 | 2 | 2 | 2 | 10 |
| 20 | 3 | 3 | 3 | 3 | 3 | 15 |
| 21 | 5 | 5 | 5 | 5 | 5 | 25 |
| 22 | 5 | 4 | 5 | 5 | 4 | 23 |
| 23 | 5 | 4 | 4 | 4 | 3 | 20 |
| 24 | 4 | 3 | 4 | 3 | 4 | 18 |
| 25 | 4 | 5 | 3 | 5 | 4 | 21 |
| 26 | 3 | 4 | 5 | 5 | 3 | 20 |
| 27 | 4 | 5 | 4 | 5 | 4 | 22 |
| 28 | 4 | 4 | 5 | 4 | 4 | 21 |
| 29 | 5 | 5 | 4 | 5 | 5 | 24 |
| 30 | 4 | 4 | 5 | 4 | 4 | 21 |

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| --- | --- | --- | --- | --- | --- |
| NO | Y.1 | Y.2 | Y.3 | Y.4 | Y.TTL |
| 1 | 4 | 4 | 3 | 4 | 15 |
| 2 | 3 | 3 | 4 | 3 | 13 |
| 3 | 4 | 4 | 4 | 4 | 16 |
| 4 | 4 | 4 | 4 | 4 | 16 |
| 5 | 4 | 4 | 5 | 4 | 17 |
| 6 | 5 | 5 | 5 | 5 | 20 |
| 7 | 5 | 5 | 4 | 5 | 19 |
| 8 | 4 | 4 | 5 | 4 | 17 |
| 9 | 5 | 5 | 4 | 5 | 19 |
| 10 | 4 | 4 | 3 | 4 | 15 |
| 11 | 3 | 3 | 4 | 3 | 13 |
| 12 | 4 | 4 | 4 | 4 | 16 |
| 13 | 4 | 4 | 3 | 4 | 15 |
| 14 | 3 | 3 | 2 | 3 | 11 |
| 15 | 2 | 2 | 3 | 2 | 9 |
| 16 | 3 | 3 | 4 | 3 | 13 |
| 17 | 3 | 2 | 3 | 5 | 13 |
| 18 | 2 | 3 | 4 | 4 | 13 |
| 19 | 4 | 5 | 4 | 4 | 17 |
| 20 | 3 | 4 | 3 | 4 | 14 |
| 21 | 5 | 3 | 4 | 5 | 17 |
| 22 | 5 | 5 | 4 | 4 | 18 |
| 23 | 5 | 5 | 3 | 5 | 18 |
| 24 | 4 | 5 | 4 | 5 | 18 |
| 25 | 5 | 4 | 4 | 4 | 17 |
| 26 | 4 | 5 | 5 | 5 | 19 |
| 27 | 5 | 4 | 4 | 4 | 17 |
| 28 | 4 | 5 | 5 | 5 | 19 |
| 29 | 5 | 4 | 4 | 4 | 17 |
| 30 | 4 | 5 | 5 | 5 | 19 |

**Tabulasi Data Responden Variabel Budaya Organisasi**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **X1.1** | **X1.2** | **X1.3** | **X1.4** | **X1.TTL** |
| 1 | 5 | 3 | 4 | 4 | 16 |
| 2 | 4 | 5 | 5 | 3 | 17 |
| 3 | 5 | 5 | 4 | 4 | 18 |
| 4 | 4 | 5 | 5 | 4 | 18 |
| 5 | 5 | 4 | 4 | 5 | 18 |
| 6 | 5 | 5 | 5 | 4 | 19 |
| 7 | 4 | 4 | 5 | 5 | 18 |
| 8 | 5 | 5 | 4 | 4 | 18 |
| 9 | 4 | 4 | 5 | 5 | 18 |
| 10 | 5 | 5 | 4 | 4 | 18 |
| 11 | 4 | 4 | 5 | 4 | 17 |
| 12 | 4 | 4 | 4 | 3 | 15 |
| 13 | 3 | 3 | 4 | 4 | 14 |
| 14 | 4 | 4 | 3 | 4 | 15 |
| 15 | 1 | 5 | 5 | 5 | 16 |
| 16 | 4 | 4 | 4 | 5 | 17 |
| 17 | 5 | 5 | 4 | 5 | 19 |
| 18 | 5 | 5 | 5 | 4 | 19 |
| 19 | 4 | 4 | 5 | 5 | 18 |
| 20 | 5 | 5 | 4 | 4 | 18 |
| 21 | 4 | 4 | 5 | 3 | 16 |
| 22 | 3 | 3 | 4 | 4 | 14 |
| 23 | 4 | 4 | 3 | 4 | 15 |
| 24 | 4 | 4 | 4 | 3 | 15 |
| 25 | 3 | 3 | 4 | 2 | 12 |
| 26 | 2 | 2 | 3 | 3 | 10 |
| 27 | 3 | 3 | 2 | 5 | 13 |
| 28 | 2 | 5 | 3 | 2 | 12 |
| 29 | 4 | 5 | 2 | 4 | 15 |
| 30 | 3 | 3 | 4 | 2 | 12 |
| 31 | 2 | 2 | 3 | 3 | 10 |
| 32 | 3 | 3 | 2 | 5 | 13 |
| 33 | 2 | 5 | 3 | 2 | 12 |
| 34 | 5 | 5 | 2 | 4 | 16 |
| 35 | 4 | 5 | 5 | 5 | 19 |

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| --- | --- | --- | --- | --- | --- |
| 36 | 3 | 4 | 4 | 4 | 15 |
| 37 | 4 | 3 | 3 | 3 | 13 |
| 38 | 5 | 5 | 5 | 1 | 16 |
| 39 | 3 | 4 | 4 | 4 | 15 |
| 40 | 4 | 3 | 3 | 3 | 13 |
| 41 | 3 | 4 | 4 | 4 | 15 |
| 42 | 4 | 3 | 3 | 3 | 13 |
| 43 | 4 | 4 | 4 | 4 | 16 |
| 44 | 3 | 4 | 4 | 4 | 15 |
| 45 | 4 | 3 | 3 | 3 | 13 |
| 46 | 3 | 4 | 4 | 5 | 16 |
| 47 | 4 | 5 | 3 | 4 | 16 |
| 48 | 4 | 5 | 4 | 5 | 18 |
| 49 | 3 | 4 | 4 | 4 | 15 |
| 50 | 5 | 5 | 3 | 4 | 17 |
| 51 | 3 | 4 | 5 | 4 | 16 |
| 52 | 5 | 5 | 3 | 3 | 16 |
| 53 | 4 | 5 | 5 | 4 | 18 |
| 54 | 5 | 4 | 4 | 4 | 17 |
| 55 | 5 | 4 | 5 | 4 | 18 |
| 56 | 5 | 3 | 5 | 5 | 18 |
| 57 | 5 | 4 | 5 | 4 | 18 |
| 58 | 5 | 5 | 5 | 5 | 20 |
| 59 | 4 | 4 | 5 | 4 | 17 |
| 60 | 5 | 4 | 4 | 5 | 18 |
| 61 | 4 | 4 | 5 | 4 | 17 |
| 62 | 5 | 4 | 4 | 5 | 18 |
| 63 | 4 | 4 | 5 | 4 | 17 |
| 64 | 5 | 4 | 4 | 5 | 18 |
| 65 | 4 | 4 | 5 | 4 | 17 |
| 66 | 4 | 4 | 4 | 5 | 17 |
| 67 | 5 | 1 | 5 | 5 | 16 |
| 68 | 5 | 5 | 1 | 5 | 16 |
| 69 | 4 | 4 | 4 | 5 | 17 |
| 70 | 5 | 1 | 5 | 5 | 16 |
| 71 | 5 | 4 | 4 | 4 | 17 |
| 72 | 4 | 4 | 5 | 4 | 17 |
| 73 | 5 | 4 | 4 | 5 | 18 |
| 74 | 4 | 4 | 5 | 4 | 17 |

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| --- | --- | --- | --- | --- | --- |
| 75 | 5 | 4 | 4 | 5 | 18 |
| 76 | 4 | 4 | 5 | 4 | 17 |
| 77 | 5 | 4 | 4 | 5 | 18 |
| 78 | 4 | 4 | 5 | 4 | 17 |
| 79 | 4 | 4 | 4 | 5 | 17 |
| 80 | 4 | 4 | 4 | 4 | 16 |
| 81 | 5 | 4 | 4 | 4 | 17 |
| 82 | 4 | 4 | 5 | 4 | 17 |
| 83 | 4 | 4 | 4 | 5 | 17 |
| 84 | 4 | 4 | 4 | 4 | 16 |
| 85 | 4 | 4 | 4 | 4 | 16 |
| 86 | 4 | 4 | 4 | 5 | 17 |
| 87 | 1 | 5 | 5 | 5 | 16 |
| 88 | 5 | 4 | 4 | 4 | 17 |
| 89 | 4 | 4 | 5 | 4 | 17 |
| 90 | 4 | 4 | 4 | 5 | 17 |
| 91 | 5 | 5 | 5 | 1 | 16 |
| 92 | 5 | 4 | 4 | 4 | 17 |
| 93 | 4 | 4 | 5 | 4 | 17 |
| 94 | 4 | 4 | 4 | 5 | 17 |
| 95 | 4 | 4 | 4 | 4 | 16 |
| 96 | 1 | 5 | 5 | 5 | 16 |

**Tabulasi Data Responden Variabel Disiplin Kerja**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **X2.1** | **X2.2** | **X2.3** | **X2.4** | **X2.TTL** |
| 1 | 3 | 4 | 5 | 3 | 15 |
| 2 | 5 | 5 | 5 | 2 | 17 |
| 3 | 5 | 4 | 5 | 4 | 18 |
| 4 | 5 | 5 | 4 | 5 | 19 |
| 5 | 4 | 4 | 4 | 5 | 17 |
| 6 | 5 | 5 | 5 | 4 | 19 |
| 7 | 4 | 5 | 5 | 5 | 19 |
| 8 | 5 | 4 | 4 | 5 | 18 |
| 9 | 4 | 5 | 5 | 4 | 18 |
| 10 | 5 | 4 | 4 | 5 | 18 |
| 11 | 4 | 5 | 4 | 4 | 17 |
| 12 | 1 | 5 | 5 | 5 | 16 |
| 13 | 3 | 4 | 5 | 3 | 15 |
| 14 | 4 | 3 | 4 | 4 | 15 |
| 15 | 4 | 4 | 3 | 4 | 15 |
| 16 | 4 | 4 | 4 | 4 | 16 |
| 17 | 5 | 4 | 4 | 5 | 18 |
| 18 | 5 | 5 | 4 | 5 | 19 |
| 19 | 4 | 5 | 5 | 4 | 18 |
| 20 | 5 | 4 | 5 | 5 | 19 |
| 21 | 4 | 5 | 4 | 4 | 17 |
| 22 | 3 | 4 | 5 | 3 | 15 |
| 23 | 4 | 3 | 4 | 4 | 15 |
| 24 | 4 | 4 | 3 | 4 | 15 |
| 25 | 3 | 4 | 4 | 3 | 14 |
| 26 | 2 | 3 | 4 | 2 | 11 |
| 27 | 3 | 2 | 3 | 3 | 11 |
| 28 | 5 | 3 | 2 | 5 | 15 |
| 29 | 5 | 2 | 3 | 2 | 12 |
| 30 | 3 | 4 | 4 | 4 | 15 |
| 31 | 2 | 3 | 4 | 2 | 11 |
| 32 | 3 | 2 | 3 | 3 | 11 |
| 33 | 5 | 3 | 2 | 5 | 15 |
| 34 | 5 | 2 | 3 | 2 | 12 |
| 35 | 5 | 5 | 5 | 4 | 19 |
| 36 | 4 | 4 | 4 | 5 | 17 |

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| --- | --- | --- | --- | --- | --- |
| 37 | 3 | 3 | 3 | 4 | 13 |
| 38 | 4 | 4 | 4 | 3 | 15 |
| 39 | 4 | 4 | 4 | 4 | 16 |
| 40 | 3 | 3 | 3 | 4 | 13 |
| 41 | 4 | 4 | 4 | 3 | 15 |
| 42 | 3 | 3 | 3 | 4 | 13 |
| 43 | 4 | 4 | 4 | 3 | 15 |
| 44 | 4 | 4 | 4 | 4 | 16 |
| 45 | 3 | 3 | 3 | 4 | 13 |
| 46 | 4 | 4 | 3 | 3 | 14 |
| 47 | 5 | 3 | 4 | 5 | 17 |
| 48 | 5 | 4 | 5 | 4 | 18 |
| 49 | 4 | 4 | 5 | 5 | 18 |
| 50 | 4 | 4 | 4 | 5 | 17 |
| 51 | 4 | 5 | 4 | 4 | 17 |
| 52 | 4 | 4 | 4 | 5 | 17 |
| 53 | 4 | 5 | 4 | 4 | 17 |
| 54 | 4 | 4 | 4 | 5 | 17 |
| 55 | 4 | 4 | 4 | 4 | 16 |
| 56 | 5 | 5 | 1 | 5 | 16 |
| 57 | 4 | 4 | 4 | 4 | 16 |
| 58 | 5 | 1 | 5 | 5 | 16 |
| 59 | 5 | 5 | 5 | 1 | 16 |
| 60 | 4 | 5 | 4 | 4 | 17 |
| 61 | 4 | 4 | 4 | 5 | 17 |
| 62 | 4 | 5 | 4 | 4 | 17 |
| 63 | 4 | 4 | 4 | 5 | 17 |
| 64 | 4 | 5 | 4 | 4 | 17 |
| 65 | 4 | 4 | 4 | 5 | 17 |
| 66 | 4 | 5 | 4 | 4 | 17 |
| 67 | 4 | 4 | 4 | 5 | 17 |
| 68 | 1 | 5 | 5 | 5 | 16 |
| 69 | 5 | 1 | 5 | 5 | 16 |
| 70 | 4 | 5 | 4 | 4 | 17 |
| 71 | 4 | 4 | 4 | 5 | 17 |
| 72 | 5 | 5 | 5 | 1 | 16 |
| 73 | 5 | 5 | 1 | 5 | 16 |
| 74 | 4 | 4 | 4 | 4 | 16 |
| 75 | 5 | 1 | 5 | 5 | 16 |

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| --- | --- | --- | --- | --- | --- |
| 76 | 5 | 5 | 5 | 1 | 16 |
| 77 | 4 | 5 | 4 | 4 | 17 |
| 78 | 4 | 4 | 4 | 5 | 17 |
| 79 | 4 | 4 | 4 | 4 | 16 |
| 80 | 4 | 4 | 4 | 4 | 16 |
| 81 | 4 | 5 | 4 | 4 | 17 |
| 82 | 4 | 4 | 4 | 5 | 17 |
| 83 | 5 | 5 | 1 | 5 | 16 |
| 84 | 5 | 5 | 1 | 5 | 16 |
| 85 | 5 | 1 | 5 | 5 | 16 |
| 86 | 5 | 4 | 4 | 4 | 17 |
| 87 | 4 | 5 | 5 | 4 | 18 |
| 88 | 4 | 4 | 4 | 5 | 17 |
| 89 | 4 | 4 | 4 | 4 | 16 |
| 90 | 4 | 5 | 4 | 4 | 17 |
| 91 | 4 | 4 | 4 | 5 | 17 |
| 92 | 4 | 4 | 4 | 4 | 16 |
| 93 | 4 | 4 | 4 | 4 | 16 |
| 94 | 4 | 5 | 4 | 4 | 17 |
| 95 | 4 | 4 | 4 | 5 | 17 |
| 96 | 4 | 4 | 4 | 4 | 16 |

**Tabulasi Data Responden Variabel Kualitas Pelayanan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **X3.1** | **X3.2** | **X3.3** | **X3.4** | **X3.5** | **X3.TTL** |
| 1 | 5 | 5 | 4 | 5 | 4 | 23 |
| 2 | 4 | 5 | 5 | 4 | 5 | 23 |
| 3 | 5 | 4 | 4 | 4 | 5 | 22 |
| 4 | 4 | 5 | 5 | 5 | 4 | 23 |
| 5 | 5 | 4 | 5 | 5 | 5 | 24 |
| 6 | 4 | 5 | 4 | 4 | 5 | 22 |
| 7 | 5 | 4 | 5 | 5 | 4 | 23 |
| 8 | 4 | 5 | 4 | 4 | 5 | 22 |
| 9 | 4 | 4 | 5 | 4 | 4 | 21 |
| 10 | 3 | 4 | 4 | 4 | 4 | 19 |
| 11 | 4 | 3 | 4 | 5 | 3 | 19 |
| 12 | 4 | 4 | 3 | 4 | 4 | 19 |
| 13 | 4 | 4 | 4 | 3 | 4 | 19 |
| 14 | 5 | 4 | 4 | 4 | 4 | 21 |
| 15 | 5 | 5 | 4 | 4 | 5 | 23 |
| 16 | 4 | 5 | 5 | 4 | 5 | 23 |
| 17 | 5 | 4 | 5 | 5 | 4 | 23 |
| 18 | 4 | 5 | 4 | 5 | 5 | 23 |
| 19 | 3 | 4 | 5 | 4 | 4 | 20 |
| 20 | 4 | 3 | 4 | 5 | 3 | 19 |
| 21 | 4 | 4 | 3 | 4 | 4 | 19 |
| 22 | 3 | 4 | 4 | 3 | 4 | 18 |
| 23 | 2 | 3 | 4 | 4 | 3 | 16 |
| 24 | 3 | 2 | 3 | 4 | 2 | 14 |
| 25 | 4 | 5 | 2 | 3 | 1 | 15 |
| 26 | 4 | 5 | 3 | 2 | 5 | 19 |
| 27 | 3 | 5 | 2 | 3 | 2 | 15 |
| 28 | 2 | 3 | 4 | 4 | 4 | 17 |
| 29 | 3 | 2 | 3 | 4 | 2 | 14 |
| 30 | 4 | 1 | 2 | 5 | 3 | 15 |
| 31 | 4 | 5 | 3 | 2 | 5 | 19 |
| 32 | 3 | 5 | 2 | 3 | 2 | 15 |
| 33 | 4 | 5 | 5 | 5 | 4 | 23 |
| 34 | 5 | 5 | 5 | 1 | 5 | 21 |
| 35 | 5 | 3 | 3 | 3 | 4 | 18 |
| 36 | 5 | 4 | 4 | 4 | 3 | 20 |

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| --- | --- | --- | --- | --- | --- | --- |
| 37 | 4 | 4 | 4 | 4 | 4 | 20 |
| 38 | 5 | 3 | 3 | 3 | 4 | 18 |
| 39 | 4 | 4 | 4 | 4 | 3 | 19 |
| 40 | 3 | 3 | 3 | 3 | 4 | 16 |
| 41 | 4 | 4 | 4 | 4 | 3 | 19 |
| 42 | 4 | 4 | 4 | 4 | 4 | 20 |
| 43 | 3 | 3 | 3 | 3 | 4 | 16 |
| 44 | 4 | 4 | 4 | 3 | 3 | 18 |
| 45 | 5 | 5 | 3 | 4 | 5 | 22 |
| 46 | 5 | 5 | 4 | 5 | 4 | 23 |
| 47 | 4 | 4 | 4 | 5 | 5 | 22 |
| 48 | 4 | 4 | 4 | 4 | 5 | 21 |
| 49 | 4 | 4 | 5 | 4 | 4 | 21 |
| 50 | 4 | 4 | 4 | 4 | 5 | 21 |
| 51 | 4 | 4 | 5 | 4 | 4 | 21 |
| 52 | 4 | 4 | 4 | 4 | 5 | 21 |
| 53 | 5 | 4 | 4 | 4 | 4 | 21 |
| 54 | 5 | 4 | 4 | 4 | 4 | 21 |
| 55 | 4 | 4 | 4 | 4 | 4 | 20 |
| 56 | 5 | 4 | 4 | 4 | 4 | 21 |
| 57 | 5 | 4 | 4 | 4 | 4 | 21 |
| 58 | 4 | 4 | 5 | 4 | 4 | 21 |
| 59 | 4 | 4 | 4 | 4 | 5 | 21 |
| 60 | 4 | 4 | 5 | 4 | 4 | 21 |
| 61 | 4 | 4 | 4 | 4 | 5 | 21 |
| 62 | 4 | 4 | 5 | 4 | 4 | 21 |
| 63 | 5 | 1 | 5 | 5 | 5 | 21 |
| 64 | 4 | 4 | 5 | 4 | 4 | 21 |
| 65 | 4 | 4 | 4 | 4 | 5 | 21 |
| 66 | 5 | 5 | 5 | 1 | 5 | 21 |
| 67 | 5 | 4 | 4 | 4 | 4 | 21 |
| 68 | 4 | 4 | 5 | 4 | 4 | 21 |
| 69 | 4 | 4 | 4 | 4 | 5 | 21 |
| 70 | 5 | 5 | 5 | 1 | 5 | 21 |
| 71 | 5 | 4 | 4 | 4 | 4 | 21 |
| 72 | 1 | 5 | 5 | 5 | 4 | 20 |
| 73 | 4 | 4 | 4 | 4 | 4 | 20 |
| 74 | 5 | 5 | 1 | 5 | 5 | 21 |
| 75 | 4 | 4 | 5 | 4 | 4 | 21 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 76 | 4 | 4 | 4 | 4 | 5 | 21 |
| 77 | 5 | 5 | 5 | 5 | 1 | 21 |
| 78 | 5 | 1 | 5 | 5 | 5 | 21 |
| 79 | 4 | 4 | 5 | 4 | 4 | 21 |
| 80 | 4 | 4 | 4 | 4 | 5 | 21 |
| 81 | 5 | 4 | 4 | 4 | 4 | 21 |
| 82 | 5 | 4 | 4 | 4 | 4 | 21 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 |
| 84 | 4 | 5 | 4 | 4 | 4 | 21 |
| 85 | 4 | 4 | 5 | 5 | 4 | 22 |
| 86 | 4 | 4 | 4 | 4 | 5 | 21 |
| 87 | 5 | 4 | 4 | 4 | 4 | 21 |
| 88 | 4 | 4 | 5 | 4 | 4 | 21 |
| 89 | 1 | 5 | 5 | 5 | 5 | 21 |
| 90 | 5 | 4 | 4 | 4 | 4 | 21 |
| 91 | 5 | 5 | 5 | 5 | 1 | 21 |
| 92 | 4 | 4 | 5 | 4 | 4 | 21 |
| 93 | 4 | 4 | 4 | 4 | 5 | 21 |
| 94 | 5 | 4 | 4 | 4 | 4 | 21 |
| 95 | 5 | 4 | 4 | 4 | 4 | 21 |
| 96 | 1 | 5 | 5 | 5 | 4 | 20 |

**Tabulasi Data Responden Variabel Kepuasan Masyarakat**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Y.1** | **Y.2** | **Y.3** | **Y.4** | **Y.TTL** |
| 1 | 5 | 1 | 5 | 5 | 16 |
| 2 | 3 | 4 | 5 | 4 | 16 |
| 3 | 5 | 5 | 4 | 5 | 19 |
| 4 | 5 | 4 | 5 | 5 | 19 |
| 5 | 5 | 5 | 4 | 4 | 18 |
| 6 | 4 | 4 | 5 | 5 | 18 |
| 7 | 5 | 5 | 5 | 4 | 19 |
| 8 | 4 | 5 | 4 | 4 | 17 |
| 9 | 5 | 4 | 5 | 4 | 18 |
| 10 | 4 | 5 | 4 | 5 | 18 |
| 11 | 5 | 4 | 5 | 4 | 18 |
| 12 | 4 | 5 | 4 | 3 | 16 |
| 13 | 4 | 4 | 4 | 4 | 16 |
| 14 | 3 | 4 | 3 | 4 | 14 |
| 15 | 4 | 3 | 4 | 4 | 15 |
| 16 | 4 | 4 | 4 | 5 | 17 |
| 17 | 4 | 4 | 4 | 5 | 17 |
| 18 | 5 | 4 | 5 | 4 | 18 |
| 19 | 5 | 5 | 5 | 5 | 20 |
| 20 | 4 | 5 | 4 | 4 | 17 |
| 21 | 5 | 4 | 5 | 3 | 17 |
| 22 | 4 | 5 | 4 | 4 | 17 |
| 23 | 3 | 4 | 3 | 4 | 14 |
| 24 | 4 | 3 | 4 | 3 | 14 |
| 25 | 4 | 4 | 4 | 2 | 14 |
| 26 | 3 | 4 | 3 | 3 | 13 |
| 27 | 2 | 3 | 2 | 4 | 11 |
| 28 | 3 | 2 | 3 | 4 | 12 |
| 29 | 5 | 3 | 2 | 3 | 13 |
| 30 | 5 | 2 | 4 | 2 | 13 |
| 31 | 3 | 4 | 5 | 1 | 13 |
| 32 | 2 | 3 | 2 | 5 | 12 |
| 33 | 3 | 2 | 3 | 4 | 12 |
| 34 | 5 | 3 | 2 | 3 | 13 |
| 35 | 5 | 2 | 5 | 4 | 16 |
| 36 | 5 | 5 | 4 | 4 | 18 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 37 | 4 | 4 | 3 | 3 | 14 |
| 38 | 1 | 5 | 4 | 4 | 14 |
| 39 | 4 | 4 | 4 | 5 | 17 |
| 40 | 4 | 4 | 3 | 4 | 15 |
| 41 | 3 | 3 | 4 | 3 | 13 |
| 42 | 4 | 4 | 3 | 4 | 15 |
| 43 | 3 | 3 | 4 | 4 | 14 |
| 44 | 4 | 4 | 4 | 4 | 16 |
| 45 | 4 | 4 | 3 | 5 | 16 |
| 46 | 3 | 3 | 4 | 4 | 14 |
| 47 | 4 | 4 | 3 | 5 | 16 |
| 48 | 5 | 3 | 4 | 4 | 16 |
| 49 | 5 | 4 | 4 | 5 | 18 |
| 50 | 4 | 4 | 3 | 4 | 15 |
| 51 | 5 | 3 | 5 | 5 | 18 |
| 52 | 4 | 5 | 3 | 5 | 17 |
| 53 | 5 | 3 | 5 | 3 | 16 |
| 54 | 5 | 5 | 4 | 4 | 18 |
| 55 | 4 | 4 | 5 | 4 | 17 |
| 56 | 4 | 5 | 5 | 4 | 18 |
| 57 | 3 | 5 | 5 | 5 | 18 |
| 58 | 4 | 5 | 5 | 5 | 19 |
| 59 | 5 | 5 | 5 | 4 | 19 |
| 60 | 4 | 5 | 4 | 4 | 17 |
| 61 | 4 | 4 | 5 | 5 | 18 |
| 62 | 4 | 5 | 4 | 4 | 17 |
| 63 | 4 | 4 | 5 | 4 | 17 |
| 64 | 4 | 5 | 4 | 4 | 17 |
| 65 | 4 | 4 | 5 | 5 | 18 |
| 66 | 4 | 5 | 4 | 4 | 17 |
| 67 | 4 | 4 | 4 | 5 | 17 |
| 68 | 4 | 4 | 4 | 4 | 16 |
| 69 | 4 | 4 | 4 | 5 | 17 |
| 70 | 1 | 5 | 5 | 5 | 16 |
| 71 | 4 | 4 | 4 | 5 | 17 |
| 72 | 4 | 4 | 5 | 4 | 17 |
| 73 | 4 | 5 | 4 | 4 | 17 |
| 74 | 4 | 4 | 5 | 4 | 17 |
| 75 | 4 | 5 | 4 | 5 | 18 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 76 | 4 | 4 | 5 | 4 | 17 |
| 77 | 4 | 5 | 4 | 4 | 17 |
| 78 | 4 | 4 | 5 | 5 | 18 |
| 79 | 4 | 5 | 4 | 4 | 17 |
| 80 | 4 | 4 | 4 | 4 | 16 |
| 81 | 5 | 5 | 5 | 1 | 16 |
| 82 | 4 | 4 | 5 | 5 | 18 |
| 83 | 4 | 5 | 4 | 4 | 17 |
| 84 | 5 | 5 | 1 | 5 | 16 |
| 85 | 4 | 4 | 4 | 4 | 16 |
| 86 | 4 | 4 | 4 | 5 | 17 |
| 87 | 4 | 4 | 4 | 4 | 16 |
| 88 | 5 | 1 | 5 | 5 | 16 |
| 89 | 4 | 4 | 5 | 5 | 18 |
| 90 | 4 | 5 | 4 | 4 | 17 |
| 91 | 4 | 4 | 4 | 4 | 16 |
| 92 | 5 | 5 | 5 | 1 | 16 |
| 93 | 4 | 4 | 5 | 4 | 17 |
| 94 | 4 | 5 | 4 | 4 | 17 |
| 95 | 4 | 4 | 4 | 5 | 17 |
| 96 | 5 | 5 | 1 | 5 | 16 |

**Lampiran**

**Hasil Uji Validitas Dan Reliabitas Variabel Budaya Organisasi**

**Correlations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| X1 | | | X1 | X1 | X1 | X1 |
| X1 | Pearson Correlation | 1 | .318 | .106 | .870\*\* | .772\*\* |
| Sig. (2-tailed) |  | .087 | .578 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .318 | 1 | .508\*\* | .437\* | .761\*\* |
| Sig. (2-tailed) | .087 |  | .004 | .016 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .106 | .508\*\* | 1 | .106 | .604\*\* |
| Sig. (2-tailed) | .578 | .004 |  | .578 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .870\*\* | .437\* | .106 | 1 | .809\*\* |
| Sig. (2-tailed) | .000 | .016 | .578 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .772\*\* | .761\*\* | .604\*\* | .809\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 |

\*\*. Correlation is significant at the 0.01 level (2-tailed).

\*. Correlation is significant at the 0.05 level (2-tailed).

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's  Alpha | N of Items |
| .711 | 4 |

**Correlations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| X1 | | | X1 | X1 | X1 | X1 |
| X1 | Pearson Correlation | 1 | .318 | .106 | .870\*\* | .772\*\* |
| Sig. (2-tailed) |  | .087 | .578 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .318 | 1 | .508\*\* | .437\* | .761\*\* |
| Sig. (2-tailed) | .087 |  | .004 | .016 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .106 | .508\*\* | 1 | .106 | .604\*\* |
| Sig. (2-tailed) | .578 | .004 |  | .578 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .870\*\* | .437\* | .106 | 1 | .809\*\* |
| Sig. (2-tailed) | .000 | .016 | .578 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1 | Pearson Correlation | .772\*\* | .761\*\* | .604\*\* | .809\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 |

\*\*. Correlation is significant at the 0.01 level (2-tailed).

\*. Correlation is significant at the 0.05 level (2-tailed).

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's  Alpha | N of Items |
| .711 | 4 |

**Correlations**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| X3 | | | X3 | X3 | X3 | X3 | X3 |
| X3 | Pearson Correlation | 1 | .720\*\* | .755\*\* | .683\*\* | .750\*\* | .879\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3 | Pearson Correlation | .720\*\* | 1 | .591\*\* | .951\*\* | .865\*\* | .929\*\* |
| Sig. (2-tailed) | .000 |  | .001 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3 | Pearson Correlation | .755\*\* | .591\*\* | 1 | .660\*\* | .623\*\* | .818\*\* |
| Sig. (2-tailed) | .000 | .001 |  | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3 | Pearson Correlation | .683\*\* | .951\*\* | .660\*\* | 1 | .778\*\* | .918\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3 | Pearson Correlation | .750\*\* | .865\*\* | .623\*\* | .778\*\* | 1 | .902\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3 | Pearson Correlation | .879\*\* | .929\*\* | .818\*\* | .918\*\* | .902\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 |

\*\*. Correlation is significant at the 0.01 level (2-tailed).

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's  Alpha | N of Items |
| .933 | 5 |

**Correlations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Y | | | Y | Y | Y | Y |
| Y | Pearson Correlation | 1 | .681\*\* | .301 | .606\*\* | .829\*\* |
| Sig. (2-tailed) |  | .000 | .106 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y | Pearson Correlation | .681\*\* | 1 | .450\* | .635\*\* | .882\*\* |
| Sig. (2-tailed) | .000 |  | .013 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y | Pearson Correlation | .301 | .450\* | 1 | .375\* | .648\*\* |
| Sig. (2-tailed) | .106 | .013 |  | .041 | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y | Pearson Correlation | .606\*\* | .635\*\* | .375\* | 1 | .817\*\* |
| Sig. (2-tailed) | .000 | .000 | .041 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y | Pearson Correlation | .829\*\* | .882\*\* | .648\*\* | .817\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 |

\*\*. Correlation is significant at the 0.01 level (2-tailed).

\*. Correlation is significant at the 0.05 level (2-tailed).

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's  Alpha | N of Items |
| .808 | 4 |

## Lampiran

**Hasil Statistik Deskriptif Jawaban Responden**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bu day a Org ani sas  i | | | Bu day a Or ga nis  asi | Bu day a Or ga nis  asi | Bu day a Or ga nis  asi | Dis ipli n Ker  ja | Dis ipli n Ker  ja | Dis ipli n Ker  ja | Dis ipli n Ker  ja | Ku alit as Pel aya na  n | Ku alit as Pel aya na  n | Ku alit as Pel aya na  n | Ku alit as Pel aya na  n | Ku alit as Pel aya na  n | Ke pu asa n Ma sya rak  at | Ke pu asa n Ma sya rak  at | Ke pu asa n Ma sya rak  at | Ke pua san Ma sya rak  at |
| N | V  al id | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 | 96 |
| M  is si n g | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mea n | | 4.0  2 | 4.0  4 | 4.1  0 | 4.0  7 | 4.0  7 | 4.0  0 | 3.9  6 | 4.0  7 | 4.1  0 | 4.0  5 | 4.0  9 | 3.9  8 | 4.0  5 | 4.0  5 | 4.0  7 | 4.0  7 | 4.1  0 |
| Std. Error of  Mea  n | | .09  8 | .08  4 | .08  8 | .09  2 | .08  4 | .10  2 | .09  2 | .10  1 | .09  1 | .08  7 | .08  5 | .08  5 | .09  4 | .08  3 | .09  3 | .09  3 | .09  1 |
| Medi an | | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 | 4.0  0 |
| Mod e | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Std.  Devi ation | | .96  2 | .82  0 | .86  4 | .89  7 | .82  4 | .99  5 | .90  5 | .98  7 | .88  8 | .85  1 | .83  4 | .83  3 | .92  2 | .81  3 | .90  9 | .90  9 | .88  8 |
| Varia nce | | .92  6 | .67  2 | .74  7 | .80  5 | .67  9 | .98  9 | .81  9 | .97  4 | .78  9 | .72  4 | .69  6 | .69  4 | .85  0 | .66  0 | .82  6 | .82  6 | .78  9 |
| Rang e | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mini mum | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Maxi mum | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Sum | 386 | 38  8 | 39  4 | 39  1 | 39  1 | 38  4 | 38  0 | 39  1 | 39  4 | 38  9 | 39  3 | 38  2 | 38  9 | 38  9 | 39  1 | 39  1 | 394 |

**Budaya Organisasi**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 7.3 |
| Kurang Setuju | 13 | 13.5 | 13.5 | 20.8 |
| Setuju | 44 | 45.8 | 45.8 | 66.7 |
| Sangat Setuju | 32 | 33.3 | 33.3 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Budaya Organisasi**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 2.1 | 2.1 | 2.1 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 4.2 |
| Kurang Setuju | 12 | 12.5 | 12.5 | 16.7 |
| Setuju | 54 | 56.3 | 56.3 | 72.9 |
| Sangat Setuju | 26 | 27.1 | 27.1 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Budaya Organisasi**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1.0 | 1.0 | 1.0 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 5.2 |
| Kurang Setuju | 13 | 13.5 | 13.5 | 18.8 |
| Setuju | 44 | 45.8 | 45.8 | 64.6 |
| Sangat Setuju | 34 | 35.4 | 35.4 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 2.1 | 2.1 | 2.1 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 6.3 |
| Kurang Setuju | 11 | 11.5 | 11.5 | 17.7 |
| Setuju | 47 | 49.0 | 49.0 | 66.7 |
| Sangat Setuju | 32 | 33.3 | 33.3 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Disiplin Kerja**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 2.1 | 2.1 | 2.1 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 4.2 |
| Kurang Setuju | 11 | 11.5 | 11.5 | 15.6 |
| Setuju | 53 | 55.2 | 55.2 | 70.8 |
| Sangat Setuju | 28 | 29.2 | 29.2 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Disiplin Kerja**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 4 | 4.2 | 4.2 | 4.2 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 8.3 |
| Kurang Setuju | 11 | 11.5 | 11.5 | 19.8 |
| Setuju | 46 | 47.9 | 47.9 | 67.7 |
| Sangat Setuju | 31 | 32.3 | 32.3 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 4 | 4.2 | 4.2 | 4.2 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 6.3 |
| Kurang Setuju | 11 | 11.5 | 11.5 | 17.7 |
| Setuju | 56 | 58.3 | 58.3 | 76.0 |
| Sangat Setuju | 23 | 24.0 | 24.0 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Disiplin Kerja**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| Tidak Setuju | 5 | 5.2 | 5.2 | 8.3 |
| Kurang Setuju | 10 | 10.4 | 10.4 | 18.8 |
| Setuju | 42 | 43.8 | 43.8 | 62.5 |
| Sangat Setuju | 36 | 37.5 | 37.5 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Kualitas Pelayanan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 5.2 |
| Kurang Setuju | 9 | 9.4 | 9.4 | 14.6 |
| Setuju | 50 | 52.1 | 52.1 | 66.7 |
| Sangat Setuju | 32 | 33.3 | 33.3 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 5.2 |
| Kurang Setuju | 8 | 8.3 | 8.3 | 13.5 |
| Setuju | 57 | 59.4 | 59.4 | 72.9 |
| Sangat Setuju | 26 | 27.1 | 27.1 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Kualitas Pelayanan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1.0 | 1.0 | 1.0 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 5.2 |
| Kurang Setuju | 11 | 11.5 | 11.5 | 16.7 |
| Setuju | 49 | 51.0 | 51.0 | 67.7 |
| Sangat Setuju | 31 | 32.3 | 32.3 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Kualitas Pelayanan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 5.2 |
| Kurang Setuju | 10 | 10.4 | 10.4 | 15.6 |
| Setuju | 60 | 62.5 | 62.5 | 78.1 |
| Sangat Setuju | 21 | 21.9 | 21.9 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Kualitas Pelayanan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 7.3 |
| Kurang Setuju | 8 | 8.3 | 8.3 | 15.6 |
| Setuju | 51 | 53.1 | 53.1 | 68.8 |
| Sangat Setuju | 30 | 31.3 | 31.3 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 2.1 | 2.1 | 2.1 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 4.2 |
| Kurang Setuju | 11 | 11.5 | 11.5 | 15.6 |
| Setuju | 55 | 57.3 | 57.3 | 72.9 |
| Sangat Setuju | 26 | 27.1 | 27.1 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Kepuasan Masyarakat**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 2.1 | 2.1 | 2.1 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 6.3 |
| Kurang Setuju | 12 | 12.5 | 12.5 | 18.8 |
| Setuju | 45 | 46.9 | 46.9 | 65.6 |
| Sangat Setuju | 33 | 34.4 | 34.4 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Kepuasan Masyarakat**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 2.1 | 2.1 | 2.1 |
| Tidak Setuju | 4 | 4.2 | 4.2 | 6.3 |
| Kurang Setuju | 12 | 12.5 | 12.5 | 18.8 |
| Setuju | 45 | 46.9 | 46.9 | 65.6 |
| Sangat Setuju | 33 | 34.4 | 34.4 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

**Kepuasan Masyarakat**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Frequency | | | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| Tidak Setuju | 2 | 2.1 | 2.1 | 5.2 |
| Kurang Setuju | 9 | 9.4 | 9.4 | 14.6 |
| Setuju | 50 | 52.1 | 52.1 | 66.7 |
| Sangat Setuju | 32 | 33.3 | 33.3 | 100.0 |
| Total | 96 | 100.0 | 100.0 |  |

## Lampiran

**Hasil Uji Asumsi Klasik Dan Uji Hipotesis**

**Model Summaryb**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .802a | .643 | .631 | 1.108 |

1. Predictors: (Constant), Kualitas Pelayanan, Disiplin Kerja, Budaya Organisasi
2. Dependent Variable: Kepuasan Masyarakat

**ANOVAa**

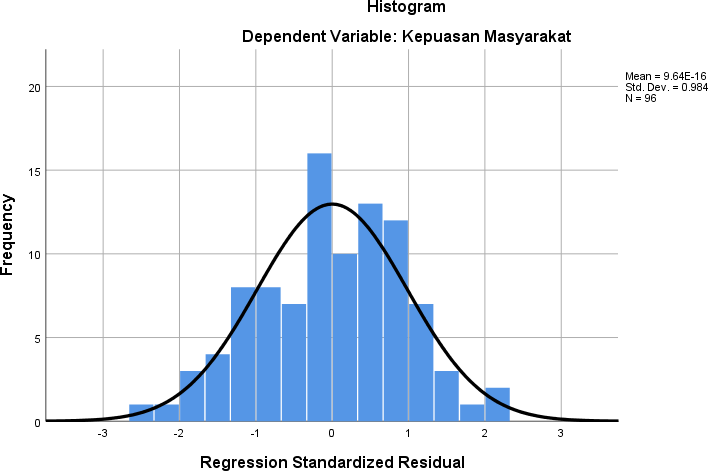
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Model |  | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 203.302 | 3 | 67.767 | 55.204 | .000b |
| Residual | 112.938 | 92 | 1.228 |  |  |
| Total | 316.240 | 95 |  |  |  |

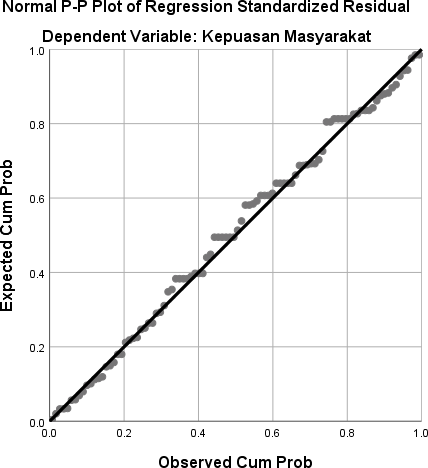
1. Dependent Variable: Kepuasan Masyarakat
2. Predictors: (Constant), Kualitas Pelayanan, Disiplin Kerja, Budaya Organisasi

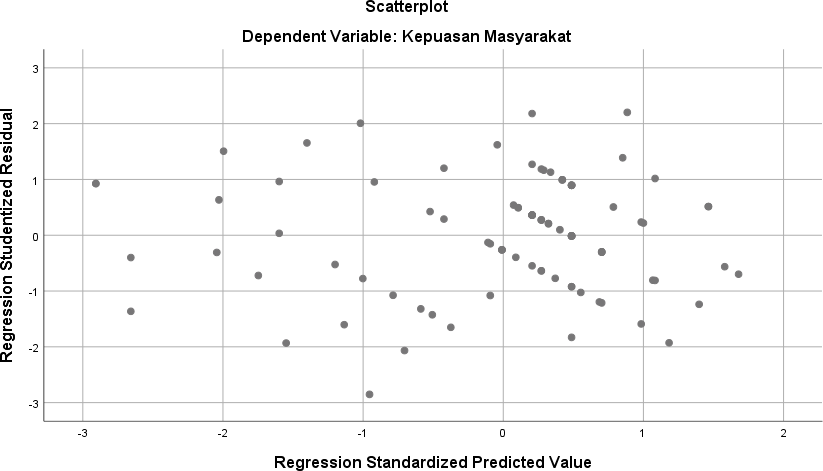
**Coefficientsa**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Unstandardized Coefficients | | | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| Model |  | B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 1.616 | 1.229 |  | 1.315 | .192 |  |  |
| Budaya Organisasi | .315 | .093 | .337 | 3.393 | .001 | .394 | 2.541 |
| Disiplin Kerja | .412 | .100 | .407 | 4.121 | .000 | .398 | 2.510 |
| Kualitas Pelayanan | .145 | .064 | .168 | 2.269 | .026 | .710 | 1.408 |

a. Dependent Variable: Kepuasan Masyarakat





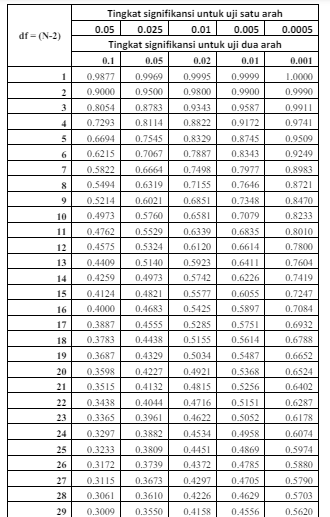


**One-Sample Kolmogorov-Smirnov Test**

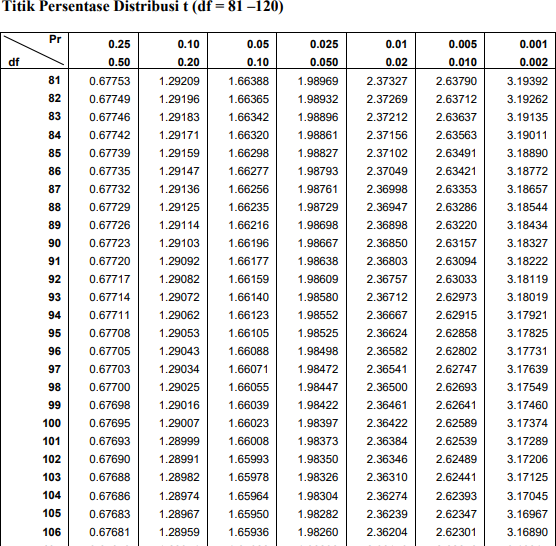
Unstandardized Residual

|  |  |  |
| --- | --- | --- |
| N | | 96 |
| Normal Parametersa,b | Mean | .0000000 |
|  | Std. Deviation | 1.09033089 |
| Most Extreme Differences | Absolute | .069 |
|  | Positive | .030 |
|  | Negative | -.069 |
| Test Statistic | | .069 |
| Asymp. Sig. (2-tailed) | | .200c,d |

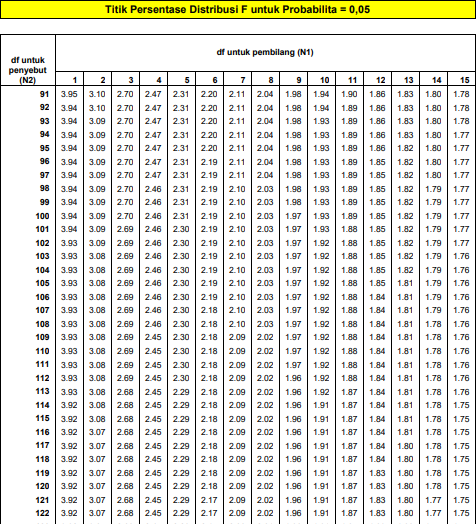
1. Test distribution is Normal.
2. Calculated from data.
3. Lilliefors Significance Correction.
4. This is a lower bound of the true significance.



**0.3610**



**1.98552**



**2.70**